**Job Profile Information: Senior Technical & Compliance Manager (Corporate and Commercial)**

**Job Grade: Level 5, Zone 1**

**Job Salary: £46,756 - £54,238**

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all.

**About The role:**

To take overall responsibility for day-to-day management of the corporate, education and commercial property CAFM system and associated property databases, including system configuration, reporting, end user support and system and process development. The provision of accurate data and system management in the delivery of the Asset Management strategy, determination and implementation of programmes of statutory compliance, planned and responsive works and ensuring asset information is robust and up to date at all times. Managing the property data & systems team to ensure delivery of this important area of work, ensuring that key information is regularly provided to Members and Heads of Service to inform investment decisions. Accountable and responsible for ensuring that all statutory compliance, planned and reactive documentation is accurate and auditable to ensure we meet our statutory responsibilities.

**Example outcomes or objectives that this role will deliver:**

* Provide effective team management, technical advice and supervision ensuring the overall outputs of the associated systems are delivered with service needs met. Coaching and developing staff to maximise performance.
* Lead Project Manager for the transition of the existing Corporate Property CAFM system asset and data migration from Planet to Technology Forge.
* Perform the role of system administrator for the corporate, education and commercial property CAFM system and property database “tf cloud”, hosted and supported by [The Technology Forge](http://www.technologyforge.com/pages/tf-cloud.html). Ensuring that these systems remain appropriately configured and current at all times.
* Participate and lead on system development and utilisation, working with property colleagues, stakeholders including education and commercial property staff and The Technology Forge. Be pro-active in identifying and recommending appropriate current technology and solutions.
* Manage, and develop routine reports from the associated systems linked to property management requirements, e.g. Fire Risk Assessments, Legionella Risk Assessments and Insurance Inspections including contractual Key Performance Indicators (KPI’s), dashboards, and the production of ad hoc reports.
* Provide robust management information to assist with capital and repairs programming.
* Provide an integrated central divisional management of processing, monitoring and validation of all asset data for the property division with the objective of providing consistent and up-to-date stock condition data to inform strategic and operational business planning and investment decisions.
* To deliver key management information on complex asset data in various formats making best use of available IT resources and present on data to Heads of Service or other key stakeholders to inform investment decisions.
* To ensure team performance and service delivery meet defined standards and regulatory requirements with specific emphasis on customer service, delivery and value for money.
* Management and upkeep of the Measured Term Contract Pricing Schedule, including contractual change control administration and review of applications for payment.

**People Management Responsibilities:**

* Reporting to the Technical FM Lead, the post holder will have responsibility for training the helpdesk team, M&E engineers, Schools FM Team, estates managers and valuers, Contractors and key customers in the use of the system. This is to include bespoke user guides. .They will document and communicate updates and systems changes as they occur and keep abreast of all professional and technical developments at all time.
* Line management of the Data Officer.
* Management of the Property Manager Site Audit process, auditing content, scheduling and producing compliance reports. Providing technical and health & safety support to the Corporate Property Managers.
* Management of the Helpdesk technical documentation repository and associated schedules of PPM alignment.

**Relationships:**

* To liaise with various teams and services across the directorate and external organisations. Key contacts are likely to include: property managers, building managers, estates managers and valuers, contractors, members, senior management, and consultants.
* The post holder will be expected to have frequent contact with property managers, building managers, contractors, and all internal and external stakeholders and be making decisions that have a medium to high impact upon them.
* The post holder will prepare reports that contain complex technical background, analysis and solutions for inclusion into papers being produced for senior managers and Council meetings, including from time to time preparing and presenting the report at these meetings.
* The post holder will be required to use IT including PCs, laptops, mobile phones, cameras and implements related to all property related works. They will also be expected to utilise handheld mobile devices for the purposes of inspection on site and data input.

**Work Environment:**

* The post holder will be based at 5 Pancras Square and/or other Camden offices. This may be to any Corporate property managed by Supporting Communities Directorate across the Borough.
* The post holder is also required to work in an ‘agile’ way in line with Camden’s policy of a paperless and flexible work environment, which may include working at home for part of the week.
* To liaise with various teams and services across the directorate and external organisations. Key contacts are likely to include: Schools FM team, property managers, building managers, estates managers and valuers, contractors, members, senior management, and consultants.
* The post holder will be expected to have frequent contact with property managers, building managers, estates managers and valuers, contractors, and all internal and external stakeholders and be making decisions that have a medium to high impact upon them.
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**About you:**

* Experience of effectively managing a team to meet targets and provide complex data to varying audiences.
* You will have experience of preforming the role of systems administrator for large and diverse information system(s).
* It is expected that you will develop an in-depth knowledge of the datasets contained within the property related environment; therefore a knowledge of property data (including Estates Management, Reactive and Planned Maintenance, Asbestos Surveys, Schools Net Capacity and Capital Accounting) is highly desirable.
* You will have excellent numerical and analytical skills and will be an advanced user of MS Access and MS Excel, ideally also with knowledge of VBA
* You will have experience of building information products based on large and complex datasets from multiple sources. Experience of creating dashboards would be an advantage.
* You will have project management experience. It would be advantageous to have worked on projects that involve the mapping and migration of data.
* You will have experience of developing and documenting business processes and policies to support good data practice.
* You will have excellent interpersonal skills and will be comfortable working with system users at different levels from multiple areas of the organisation.
* You will be a self-motivated problem-solver able to work on your own initiative but able to recognise when to call on support.
* Ability to proactively manage workloads to deliver excellent quality work within strict deadlines, and to plan and prioritise work accordingly.
* Advanced MS Excel, MS Word and MS Project skills.
* Ability to develop good working relationships and effective negotiation and communication skills.
* Experience of report writing and using IT to present and communicate accurate data.
* Experience of preparing programmes of planned works based on asset data

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,